



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Tammy S. Dore et al.

Serial No.: 09/713,888

Filed: November 16, 2000

For: Collecting Information Before
Or During A Call

§ Group Art Unit: 2662

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§ Examiner: Thai D. Hoang

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§
§ Atty. Dkt. No.: NRT.0075US
(12744RRUS01U)

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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Technology Center 2600

REPLY TO OFFICE ACTION MAILED NOVEMBER 14, 2003

Dear Sir:

In response to the Office Action of November 14, 2003, please amend the above-identified application as follows:

Amendments to the Claims begin on page 2 of this paper.

Remarks/Arguments begin on page 9 of this paper.

Date of Deposit: 1-14-2004
I hereby certify under 37 CFR 1.8(a) that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313.
Dawn L. Thomas
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